

Evaluation of Target Business-Work Processes

1. To what extent do these 13 processes capture the work that is done at your LHJ? (Exactly, Very close, Somewhat, Not at all) _____

How would you change this list of processes to better reflect how you see the work? Please make your changes on the attached chart.

- Would you remove any processes? Strike through them!
- Would you add any processes? Briefly describe them here and add them to the chart!

- Would you group some processes together? Fill in the corresponding numbers in the ‘Group with what process(es) column?’!
- Comments: _____

2. To what extent do the ratings work for you? (Exactly, Very close, Somewhat, Not at all)

_____.

On the attached chart:

- Change the ‘Room for Measurable Improvement’ and ‘Public Health Mission’ ratings as you see fit. Where appropriate, cross out the current rating and add your own.
- If you added processes, fill in ‘Room for Measurable Improvement’ and ‘Public Health Mission’ ratings.

The ‘Room for Measurable Improvement’ ratings are trying to capture how much improvement is realistic if the process was changed in some way. As an example, no matter how much we change the Billing and Receivables process, the health of the general population will not be greatly improved. On the flip side, the improvement in the health of the population could be achieved if we could better measure and communicate outcomes. Our focus is on benefits that can be measured, e.g. through some metric or survey, increased volume of services, financial indicators, etc.

The ‘Importance to Public Health Mission’ rating indicates this process’ level of impact on the overall mission of public health. 1st tier indicates the highest level of impact. 3rd tier indicates the lowest level of impact. Do the ratings reflect your perspective?

Organization: _____ Role/Position: _____
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3. From your perspective, is planning for and implementation of process changes and/or technology solutions across LHJs practical? (Yes, No, Maybe, I don't know)

What type/level of planning and implementation would work?

What type/level of planning and implementation wouldn't work?

4. Does this first planning step make sense to you? (Yes, No) _____
What do you like about this process? _____

What would you do differently? _____

Suggested Changes to Ranking of Business-Work Processes

BUSINESS-WORK PROCESS	Group with what process(es)?	Room for Measurable Improvement (High, Medium, Low)							Impact
		Quality of Public Health	Customer Satisfac.	Comply with Regs.	Finance Position	Staff Product	Info. Timeliness	Info. Quality	
1. Responding to Public Health Incidents		High	Medium	Medium	Medium	High	High	High	1st
2. Documenting Service Delivery		Medium	Medium	Medium	Medium	High	High	High	1st
3. Managing Billing/ Receivables		Low	Medium	Low	High	High	High	High	3rd
4. Measuring Outcomes		High	Medium	Low	Medium	Medium	High	High	1st
5. Contract Mgmt. & Reporting		Low	Medium	Medium	High	High	High	Medium	2nd
6. Managing Individual Entity Encounters		Low	High	High	Low	High	High	Low	High
7. Organizing Group and Community Activities		Low	Medium	Low	Low	High	High	High	2nd
8. Strategic Planning and Response - Resource Allocation		High	Medium	Medium	High	Medium	Medium	Medium	Medium
9. Organizing Information Requests		Medium	Medium	Low	Low	Medium	Medium	Medium	2nd
10. Managing Accounts Payable		Low	Medium	Low	Medium	Medium	Medium	Medium	3rd
11. Setting Public Policy		Medium	Medium	High	Medium	Low	Low	High	1st
12. Implementing Business Policies & Procedure		Medium	High	High	Medium	Medium	Medium	Low	3rd
13. Managing Payroll & Employee Benefits		Low	High	Medium	Low	Medium	Low	Low	3rd

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		Quality of Public Health	Customer Satisfac.	Comply with Regs.	Finance Position	Staff Product	Info. Timeliness	Info. Quality

Description of Measurable Improvement Categories:

1. Quality of Public Health: To what extent could the health of the population be improved?
2. Customer Satisfaction: To what extent will customer satisfaction be increased?
3. Compliance with Regulation or Mandate: To what extent are we not compliant with a current or likely Federal or State regulation or mandate?
4. Financial Position: To what extent could revenues be increased, cash flow accelerated and/or non-staffing costs be decreased?
5. Staff Productivity: To what extent could existing staff handle an increased volume of work, or could staff workload become more manageable?
6. Information Timeliness: To what extent could information be made available quicker to someone(s) that is waiting for that information?
7. Information Quality: To what extent could the completeness and accuracy of information that is capture be improved?
8. Leverage: To what extent could this process be improved by changes to an “upstream” process or could changes to this process improve a “downstream” process?

Organization: _____

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